



## Training Workgroup Meeting Minutes April 1, 2009

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### *Items Relevant to Other Workgroups*

- CBC: Web site discussion about sharing promising approaches and success stories.
- HA & M: Survey of housing developers, landlords, and property managers about supportive housing involvement.

### *Attendees*

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|-------------------|------------------------|
| ■ Lisa Chapman    | ■ Amy Smith            |
| ■ Paulette Smith  | ■ Regina Turner        |
| ■ Lyn Raymond     | ■ Colleen Graber, PPA  |
| ■ Chuck Steinberg | ■ David McConnell, PPA |
| ■ Jeff Betlewski  |                        |
| ■ Lindsey Bishop  |                        |

### *Discussion Items*

#### *Updates from Task Teams*

- Task 1.1.1
  - The team has been working on suggestions for the Web site.
    - ◆ Colleen spoke with Pace & Partners about the Web site design; included in the design are “best practices” and “success stories” sections.
    - The team met to discuss how the Training group might contribute content to the site.
      - Hot topics:
        - ◆ One of the things talked about would be the development of a list of hot topics as a frame for promising approaches.
        - ◆ The topics the team came up with are: Housing First, Basics of Supportive Housing, Employment, Harm Reduction/Substance Abuse, Homeless Prevention, and Health Care. Subtopics would be under each. Lisa suggested that the team look at the CSH Dimensions of Quality tool; she will forward this to the group. This document covers seven dimensions. The group could discuss this on May 7.
        - ◆ With these topics and any additional ones, the team could begin to do research on existing material (Lindsey has a wealth of information on what exists on the Web) and catalog what is out there. This information will go to Pace.
        - ◆ It might also be helpful to come up with a “template” that organizations could use to implement promising approaches in their areas.
      - Success stories:
        - ◆ The team came away with some advice for the Web site team to make the success stories model-level rather than individually based stories.

Individually based stories do not seem to be as meaningful and relevant as model-level stories.

- ◆ People can add to the list of stories if they know of any.
- ◆ It was suggested that the recent emergence of housing resource centers is a great example of a success story. This might be something to highlight.
- There are questions about how the Web site content will be kept up-to-date and who is going to be responsible for doing so.
  - The hallmark of a good Web site is that it is always changing and up-to-date; if people are going to keep coming back it needs to be kept current.
  - Colleen will ask MSHDA about this.
- Task 2.1.2
  - This task team did not meet this last month.
  - Jeff and Lisa have discussed things a little bit.
    - ◆ Tours are a great idea, but paying for them is a barrier.
    - ◆ There needs to be some structure to really implement tours across the regions.
  - Maybe this would be something the team can talk about on May 7.
- Task 2.2.1
  - Colleen put together a survey for the team.
  - Lisa passed out the survey at two recent trainings and got 40 responses.
    - ◆ The survey yielded many good comments and Lisa will be putting together a synopsis for the workgroup for our next meeting.
    - ◆ This survey was sort of a test, so there might be some alterations made.
  - The next step will be to spread it around to more property managers and supportive housing folks to find out what they need.
- Task 3.2.1
  - The task team has not met again as a group since they met last time, but the quarterly meetings with HUD are going to be moving forward.
  - The first meeting will be April 21.
    - ◆ There is already an agenda set for this meeting.
  - The response from the SLT was that HUD would not be included in this group.
    - ◆ MSHDA is concerned that asking HUD to do the quarterly meetings and then adding another layer of contact on top of that would be asking too much.
- Task 3.2.2
  - This team has not met.
  - The self-assessment section of the Dimensions of Quality tool might be helpful with informing the work on this task.
  - Lindsey will share this with the group, and then the team will have a conversation around it.
- Task 3.3.1
  - This team did not have a chance to meet.
  - The service providers/CoCs survey was fielded and the results were compiled.
  - Next steps are to look at what the data says about the key issues.

- This team should try to meet before the May 7 meeting to discuss the results. We can then cover this task as an entire group during the May 7 meeting.

### *State-Level Activity*

#### ■ May 7 Convening

- The convening replaces our regular monthly workgroup meeting, scheduled for Wednesday, May 6.
- The convening will be a day-long, face-to-face meeting (8:30 a.m. to 4:30 p.m.)
  - ◆ It will be held at the Kellogg Center in East Lansing.
  - ◆ More information will be coming shortly.
- There will be some time in the morning (about 3 hours) for workgroup work. The group discussed what to do with this time. Suggestions included:
  - Identify issues derived from the results of the surveys
  - Use a portion of the time helping the individual task teams with ideas and brainstorming
  - Problem solving next steps
  - Task team breakouts
    - Even though some people are on several teams, they could choose to go with whatever task is most pressing; or when people are on more than one group and there is overlap in membership, these teams could meet as a cluster
  - Use time that day to catalog input and suggestions for MSHDA and other workgroups about the overall effort.
  - Revisiting communications
- There will also be the opportunity for the workgroups to ask questions of the other workgroups at the convening.
  - ◆ These might focus on bigger issues of the Campaign, asking for input from a broader audience.
  - ◆ This group might also come up with a list of items we could offer as suggestions to other workgroups or MSHDA.
  - ◆ Colleen will be sending the Action Plans of the other four workgroups to all the members, so they can be reviewed prior to the convening on May 7.
- The convening will be a great opportunity to meet face-to-face and meet members that have joined since last October.

### *Other Comments or Suggestions*

- It was suggested that it might be beneficial to see a draft of how the Web site will be organized.
  - ◆ Colleen will ask if the site map can be shared.
- Web-based meetings: Are people interested?
  - ◆ It is a very useful tool when the group is viewing and discussing Web sites or documents.
  - ◆ Screen control can be passed around; it is very interactive.
  - ◆ There might be times when it is appropriate to use this tool and other times when it is not appropriate.
- The Affordable Housing Conference in June is on the same day as our June meeting.
  - ◆ The Training workgroup meeting will be pushed back to Wednesday, June 10<sup>th</sup>.

- ◆ This change will be announced again at the convening on May 7.

### ***Tasks Assigned***

- Lisa and Colleen are to work on survey results.
- Dimensions of Quality information to be distributed to the task teams by Lisa.
- Colleen is sending the Action Plans of the other four workgroups to all the members, so they can be reviewed prior to the convening on May 7.

### ***Next Meeting***

- Thursday, May 7, 2009
  - The agenda will come out soon.
  - Everyone should plan on attending. Let Lisa or Colleen know if you are unable to come.